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# **Education**

2012 - 2014 // KU Leuven

#### MASTER'S IN ENGINEERING: COMPUTER SCIENCE

Specialized in Human-Computer Interaction



- Design thinking
- UX/UI design
- UX research
- Building design systems
- Project & people management





The experience and convenience for customers (both analogue and digital) is becoming more important and also more often the decisive factor in the customer's choice between competitors.

For digital products, a well-thought-out user experience and consistency across different platforms (web, app,...) makes all the difference. By using data, feedback and interactive design, I always try to find the optimal solution for the user, without overlooking business requirements or technical challenges.

In addition, I also have a lot of experience with the construction, use and maintenance of extensive design systems, so that wireframes and designs can be made very efficiently while always maintaining overall consistency.

# Experience

#### 2016 - present // Boar

# **CO-OWNER // UX & GRAPHIC DESIGNER**

Our own graphic design studio, that supplies services in different graphical domains (print, web, apps, social, ads, ...). A selection of our work can be found on <u>boar.be</u>.

# 2022 - present // Mediahuis

# UX LEAD

Guarding consistency & improving UX/UI of the apps & websites of the different news brands (BE & international), while also maintaining & improving the underlying design system.

#### 2017 - 2022 // KBC

# **UX OWNER & DESIGN SYSTEM LEAD**

Responsible for defining and optimizing components and interaction patterns in the design system, while guarding the UX/UI-consistency of all E2E-customer journeys over all digital channels.

# 2016 - 2017 // Aviovision

# **UX/UI DESIGNER**

UX/UI-design for all apps & platforms for pilots, cabin crew, dispatchers, ... that allows the users to do their job more efficiently by supplying them with the right information at the right time. Also the graphic design all of the marketing material (website, folders, banners, ..).

# 2014 - 2016 // Cognizant

# UX DESIGNER

Consultant for KBC as lead UX designer for the new mobile banking app.

# KBC

When I started at KBC, my biggest 'dream' was to give all users a consistent and modern experience over all of KBC's apps & platforms. Looking back, I can say that the extensive design system we developed, does that job perfectly and is currently applied in KBC Mobile, KBC Touch, Business dashboard, multiple websites, ...

Apart from that, I also got to work on a lot of big project, like the first redesign of KBC Mobile to a full, all-in-one banking app, the launch of the first extra service (i.e. 4411, Monizze & De Lijn) and the latest update of the future-proof information architecture and visual style of KBC Mobile (using the new design system), which helped the app in getting the award for best banking app in the world.

I also got a kick out of my role as UX Owner, which let me be involved in all projects going on at KBC and enabled me to have a lot of constructive discussions with other UX designers, always benefiting the end user at the end of the day.













In 2016, my partner & I started our own graphic design studio to do some extra projects next tou our day jons and to keep challenging ourselves in the different domains of graphic design, namely print, digital, UX/UI, logo's, ads, ...

We mostly do this for small businesses and nearby municipalities, where we help them going from the rough ideas they have to a final result they feel comfortable and excited with, via several iterations of delevering drafts and proposals and getting feedback on that.

A selection of our work can be found on our <u>website</u> or on <u>Instagram</u>.









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Avio builds a platform of apps to digitalize airline operations. This goes from an app for pilots replacing hundreds of pages of paper per flight, over an extensive web portal for dispatchers, to a chat app connecting all in-flight employees and much more.

All of these apps had an outdated look & feel, an experience that could be improved quite a bit and were not future-proof in terms of room for expansion. As I was not a user of these kind of products, there was a steep learning curve about every airline's processes and the aviation terminology. By analyzing the existing process flows and learning from talking to pilots and other airline employees, I got a feeling of what they thought was important and from there on the (re)design process could start.

Being the only designer in a small company also gave me a lot of responsibility creating interactive prototypes for marketing, communicating with developers, following up their work, gathering feedback from clients, ... while also being responsible for the visual side of all marketing material.

